

# Scheme of Charges

2017 to 2018



**Delivering excellence**

for our customers, our people and our environment

# How to contact us

**PO Box 8  
West Street  
Havant  
Hampshire  
PO9 1LG**

## Developer Enquiries

Asset Enquiries

**023 9244 9082 / [asset.enquiries@portsmouthwater.co.uk](mailto:asset.enquiries@portsmouthwater.co.uk)**

New Developments

**023 9224 9327 / [new.developments@portsmouthwater.co.uk](mailto:new.developments@portsmouthwater.co.uk)**

New Services

**023 9244 9088 / [new.services@portsmouthwater.co.uk](mailto:new.services@portsmouthwater.co.uk)**

## Other Enquiries

General Enquiries

**023 9249 9888 / [head.office@portsmouthwater.co.uk](mailto:head.office@portsmouthwater.co.uk)**

Water Quality Enquiries

**023 9249 9888**

Mains and Service Repairs

**023 9249 9888**

Plumbing and Water Regulations Enquiries

**023 9249 9888**

Freephone Leak Line

**0800 434 6104**

All enquiries to the above numbers may be made between 8.30am - 4.30pm,  
Monday to Friday

Operations Centre (24 Hour Emergency Service and Reporting of Leaks)

**023 9247 7999**

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## Introduction

Developer Services offer advice and guidance relating to new or modified premises, whether planning an extension to an existing house or a large new housing or commercial development.

We have a dedicated team supporting customers to provide a cost-effective service to any scale of development, from new domestic and commercial developments to agricultural or replacement water supplies.

This booklet contains details of Portsmouth Water's Developer Services Charges Scheme for 2016-17. The charges in the Scheme come into force on 1 April 2016. A summary of charges is given in Appendix I.

The Scheme is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and Water Act 2014). The charges contained in this Scheme have, where applicable, been approved by the Water Services Regulation Authority (Ofwat).

All charges in this document exclude VAT unless stated otherwise. VAT will be charged at the applicable rate.

Further information including application forms can be found on the Developer Services section of our website [www.portsmouthWater.co.uk/developers/](http://www.portsmouthWater.co.uk/developers/)

This document forms one of three separate charging schemes as set out below:

- Household Charges Scheme
- Wholesale Charges Scheme
- Developer Services Charges Scheme

## Connecting a property for water services

### **About connections for water**

A water meter will be installed on new connections in accordance with Portsmouth Water's supply agreement. The water meter remains the property of Portsmouth Water's wholesale business. Where a water meter has been installed the measured tariff will apply - except where it has been installed for check purposes only in accordance with Portsmouth Water's policy at the time and a customer has been previously notified of this in writing.

Portsmouth Water can undertake all works associated with the installation of a new service up to the boundary of the property. However, customers requiring connections may choose to undertake all excavation, laying of pipes up to Portsmouth Water's main and reinstatement subject to Portsmouth Water's approval. Portsmouth Water will only undertake the physical connection to the main and installation of the water meter. Where service pipes are to be laid by the customer in a highway, they will need to obtain the permission of the Highway Authority to work in the Highway. It may stipulate that only contractors it approves may work in the highway.

Portsmouth Water is a statutory undertaker able to work in the highway and will provide quotes for carrying out work requested by customers. We will use the standard prices set out below in preparing such quotes. An advanced payment to the value of the connection charges are payable prior to Portsmouth Water undertaking any work.

A standard connection will be one where:

- the distance between the water main and the customer's point of connection is 2 metres or less
- the external diameter of the service pipe being connected to the main is not more than 25mm
- the trench in which the service pipe needs to be laid will have a width of 0.5 metres or less and contain no more than 2 service pipes in total
- the connection by Portsmouth Water will not be required outside of the hours 8.00am to 4.30pm Monday to Friday

Where it is possible to use a thrust borer rather than excavate a trench, this will be treated as a non-standard connection. A charge based on standard trenching will be payable in advance for the connection and the actual cost of the work will be assessed on completion.

In some instances working in the highway will incur additional fees and costs as a result of compliance with Highway Authority requirements such as road closures and traffic management control. All fees and costs incurred by Portsmouth Water in carrying out a connection in such circumstances will be payable in addition to any standard prices for installing a service connection.

If Portsmouth Water has to gain access to third party land or need to seek permissions from third parties like Network Rail, the costs associated with these will be payable in addition to any standard charges for installing a service connection.

Portsmouth Water reserves the right to charge additional amounts for connections where additional costs are incurred in making the physical connection as a result of matters that were not evident at the time of providing a quotation for the work.

## Standard charges for new water connections

The following charges will apply for standard connections to be made between 1 April and 31 March:

All new water connections will include the cost of meter installation. A Wall Mounted Meter Box will be installed by the developer whenever it is practicable. In certain cases, the connection will be made using a standard Boundary Box. The costs of both types of installation are set out below.

### Water Connections

Portsmouth Water to carry out the connection to main and meter installation only.

The applicant is responsible for pipe laying, opening, closing and if necessary permanently reinstating the trench to the main.

#### Portsmouth Water to undertake:

- 1 Opening > 
  2 Pipe laying > 
  3 **Main Connection** > 
  4 Closing > 
  5 Reinstatement > 
  6 **Service Connection** > 
  7 **Meter Installation**

(i) Wall Mounted Meter Box	Pipe size	Charge
First connection	25mm OD (20mm)	£200†
Additional connection in a common trench	25mm OD (20mm)	£150†

**or**

(ii) Boundary Box	Pipe size	Charge
First connection	25mm OD (20mm)	£241†
Additional connection in a common trench	25mm OD (20mm)	£181†
First connection	32mm OD (25mm)	£256†
Additional connection in a common trench	32mm OD (25mm)	£192†

**+**

(iii) Meter	Pipe size	Charge
25mm OD connection (standard)	25mm OD (20mm)	£17*
32mm OD connection	32mm OD (25mm)	£99*

## Trenchwork, pipework & reinstatement

Portsmouth Water to undertake trenchwork, pipework and reinstatement.

Prices are exclusive of potential additional charges such as working in the highways, traffic management or accessing third party land - these charges will be quoted within a pre-development enquiry.

### Portsmouth Water to undertake:

✓ 1 **Opening** > ✓ 2 **Pipe laying** > ○ 3 **Main Connection** > ✓ 4 **Closing** >  
 ✓ 5 **Reinstatement** > ○ 6 **Service Connection** > ○ 7 **Meter Installation**

### (i) Unmade ground

	Unmade ground	
	basic (inc. first 2m.)	each 0.5m. over 2m.
Excavation and backfill	£92†	£23†

### (ii) Carriageway

	Concrete foundations		Flexible roads	
	basic (inc. first 2m.)	each 0.5m. over 2m.	basic (inc. first 2m.)	each 0.5m. over 2m.
Excavation	£220†	£55†	£229†	£57†
Interim reinstatement	£151†	£21†	£124†	£23†
Final reinstatement	£404†	£87†	£171†	£37†

### (iii) Footway

	Flexible surface		Concrete		Slabs	
	basic (inc. first 2m.)	each 0.5m. over 2m.	basic (inc. first 2m.)	each 0.5m. over 2m.	basic (inc. first 2m.)	each 0.5m. over 2m.
Excavation	£165†	£41†	£175†	£44†	£156†	£39†
Interim reinstatement	£84†	£17†	£84†	£17†	£84†	£17†
Final reinstatement	£118†	£26†	£117†	£25†	£148†	£32†

A discounted 'Additional Charge' rate of £1 per 0.5m is be applicable to any additional lengths of pipe which:

- i) pass through existing ducts provided and located by the applicant. A maximum of two pipes will be allowed in each duct
- ii) pass through ducts thrustbored by the Company at the request of the applicant
- iii) is the second pipe in a common trench.

Estimates will be given for new services where special conditions apply, with the final cost of the job being chargeable, if different from the estimate.

**Self lay: Meter installation only**

Where the applicant is responsible for all activities and Portsmouth Water to install the meter ONLY.

**Portsmouth Water to undertake:**

- 1 Opening > 
  2 Pipe laying > 
  3 Main Connection > 
  4 Closing > 
  5 Reinstatement > 
  6 Service Connection > 
  7 **Meter Installation**

First connection	£80*
Additional connection	£53*
Standard domestic meter supplied by Portsmouth Water	+ £17*

\*Charges which are always subject to VAT at the standard rate.  
 †Charges which are subject to VAT at the standard rate only in certain circumstances.

## **Non Standard Connections**

Where the service pipe to be laid by Portsmouth Water exceeds that of a standard connection, a bespoke price will be provided.

Please note:

Connections to water mains will be made in accordance with the Terms and Conditions as set out in Portsmouth Water's quotation. Quotations provided will be valid only for connections physically completed by 31 March. Portsmouth Water reserves the right to resurvey and re-quote for a connection after this date where an application for connection has been received but the connection has not been made. Applications made after 1 March but before 31 March will be valid for 1 month commencing the date of application.

## **Charges Dispute**

Any unresolved dispute regarding the reasonableness of charges made by Portsmouth Water for a connection to its water main may be referred to the Water Services Regulation Authority (Ofwat), 7 Hill Street, Birmingham, B5 4UA. It's decision is binding.

As Ofwat is required to consider whether the charges are reasonable in respect of the actual costs incurred by Portsmouth Water in undertaking the connection, it will not consider a dispute until the work has been done. If it then considers a charge was too high, it will inform Portsmouth Water of the amount of money it requires Portsmouth Water to refund to the customer.

# Infrastructure charges

## The Charges

The standard amounts are:

Water Infrastructure Charge	£365.45
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These charges are outside the scope of VAT.

Water infrastructure charges contribute towards expenditure incurred in providing enhancements to the overall water supply, which are necessary to meet the increased demands imposed by new or additional connections. These charges are in addition to connection charges which continue to be payable.

The Company will require payment of a water infrastructure charge when a customer requests a connection or reconnection to the water supply of any premise which, subject to the provisions below, have not previously been connected and paid water charges to Portsmouth Water in the previous five years.

The water infrastructure charge payable on a standard domestic property (i.e. a separately billed house, flat or separate unit) requiring a 25mm (0.75") service connection will be the standard water infrastructure charge.

For multiple occupancy domestic properties or non-domestic properties requiring a service connection greater than 25mm (0.75"), a Relevant Multiplier will be calculated based upon the number of water fittings and their related loading units where provided.

To calculate the Relevant Multiplier:

- i) ascertain the total number of water fittings in all the categories specified in Column 1 of the following table
- ii) calculate by reference to Column 2 of the table the aggregate loading units attributable to that total number of water fittings
- iii) divide the aggregate loading units by 24

<b>Column 1</b> Water Fitting (note 1)	<b>Column 2</b> Loading Units
WC flushing cistern	2.0
Wash basin in a house	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size 20mm) (0.75") (see note 2)	10.0
Bath (tap nominal size larger than 20mm) (0.75") (see note 2)	22.0
Shower	3.0
Sink (tap nominal size 15mm) (0.50")	3.0
Sink (tap nominal size larger than 15mm) (0.50")	5.0
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (see notes 3 and 4)	3.0
Communal or commercial appliance (see note 3)	10.0
Any other water fitting or outlet (including a tap, but excluding a urinal or water softener)	3.0

The resulting number will be the Relevant Multiplier and will be applied to the standard water infrastructure charge in order to calculate the amount payable for the relevant connection. If the resulting number is less than 1, the Relevant Multiplier will be 1.

Where no table of loading units is provided but a flow rate is requested, BSEN 806 Part 3 Appendix B shall be used to convert the flow rate to loading units to calculate the Relevant Multiplier. Where a table of loading units is provided but a meter and connection size of higher capacity is requested, BSEN 806 Part 3 Appendix B shall be used to convert the maximum continuous flow of the requested meter size to loading units to calculate the Relevant Multiplier. Alternatively the connection shall be provided with no additional capacity and shall be sized based on the table of loading units provided.

## Notes

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. 'Bath' includes a whirlpool bath and a jacuzzi.
3. 'Domestic appliance' means a water using appliance (including a

dishwasher, a washing machine and a waste disposal unit) in a house and 'communal or commercial appliance' means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere in a house (including communal facilities).

4. In any calculation under charges a minimum of six loading units will be included in respect of each house for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance).

When a site is developed or redeveloped, including by means of conversion of a building or buildings on it, the Company will make an allowance for the water connections removed, where accounts have been paid, on the site at any time in the five year period before the development or redevelopment began in calculating the water infrastructure charge payable.

### **Payment of the charges**

Where the building or part of a building, to which the water connection is made, is occupied as a dwelling house immediately before the connection, the water infrastructure charge will be payable in full.

Failure to pay the infrastructure charge may result in disconnection.

### **Definition of connection**

In the case of the water infrastructure charge, connection is defined as the point in time at which a water meter is installed for measuring use at the property; or where a meter has been installed previously for measuring a building supply and Building Supply charges have been paid, the point at which the supply changes to one for domestic purposes.

Portsmouth Water will normally provide an invoice for the due infrastructure charges at the same time as it presents an invoice for connection. Customers may well find it administratively more convenient and cheaper to pay the charges at the same time.

**Persons Chargeable**

The person liable to pay the water infrastructure charge will be:

- i) the person requesting the relevant connection to be made, or
- ii) if the relevant connection is made without authorisation by the Company, the person making that connection or the person using the services provided.



## Developer services charges

This section sets out information on specific developer service charges.

Underground Asset Enquiries	£30†
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These records show approximate locations of pipelines and other associated apparatus in relation to your house/development site.

Initial Enquiry	£66†
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This will provide a record drawing of our apparatus and give general guidance concerning the need for off-site mains and diversions.

Pre-development enquiries	£321†
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Update	£42†
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Minor Change	£189†
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Major Change	£321†
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The Developer Services team can offer advice and guidance to help with pre-development enquiries. We will provide a formal offer of the terms and conditions for mainlaying which includes the full design of the development with costs.

Hydraulic Review	£200 - 550†
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Should we find it necessary to hydraulically review our network in order to confirm that there is sufficient capacity, we will ask the developer to bear the costs.

Co-operation between Portsmouth Water and developers or agents at an early stage of development planning is important to avoid potential delays at the point of planning application. Through early discussions about the proposed development, Portsmouth Water can understand, advise and plan how we can support the requirements of a proposed development.

\*Charges which are always subject to VAT at the standard rate.

†Charges which are subject to VAT at the standard rate only in certain circumstances.

**Water main diversions**

Portsmouth Water does not allow building over any water mains or associated apparatus. An existing water main may need to be diverted to a different location due to its proximity to the vicinity of the planned works.

To divert a water main the developer will need to complete a Water supply (mains and supply) and diversion application form available from our website at [www.portsmouthwater.co.uk/developers/](http://www.portsmouthwater.co.uk/developers/).

**Self lay of new water mains**

Inspection Fee (per hour)	£71†
Extra Site Visit	£75†
Water sampling and quality analysis	£60†

As an alternative to having new water mains and service connections installed by Portsmouth Water, developers can arrange for the work to be carried out by qualified contractors.

Any Self-Lay work must be carried out by a company that is accredited with the Water Industry Registration Scheme (WIRS) which is administered by Lloyds Register

For further information and application forms please see our Self Lay Water Mains and Service Procedure Guide available from the new developments section of our website [www.portsmouthwater.co.uk/developers/new-developments/](http://www.portsmouthwater.co.uk/developers/new-developments/).

**Water main requisitions**

If a developer does not wish to self-lay, new water mains can be provided by Portsmouth Water through a process termed requisitioning.

To requisition a new water main you must complete and return to Portsmouth Water an 'Application for a Water Supply' form. This is available from the Portsmouth Water website. We will provide an estimate of the cost for the water supply provision on receipt of all the necessary information.

## Building Water

Building water charges will be charged on the basis of a separate measured supply as set out below in addition to the appropriate standing charge.

Volumetric Charge (pence per cubic metre)	69.2†
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Please note, failure to notify the Company of connections used for building supplies will result in an appropriate penalty based upon the contract value of the development in question.

## Installation of Fire Hydrants

	up to and including 100mm	150mm	200mm	larger than 200mm
Hydrant with post and plate	£496	£560	£745	charged at cost
Hydrant without post and plate	£481	£545	£730	charged at cost
Existing mains	charged at cost	charged at cost	charged at cost	charged at cost
VAT	standard rated	standard rated	standard rated	standard rated

## Value Added Tax

This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT.

All charges in the Scheme are shown exclusive of VAT. Charges which are always subject to VAT at the standard rate are indicated with an \*. Charges which are subject to VAT at the standard rate only in certain circumstances are indicated with an †.

Charges for engineering and construction services, are subject to VAT at the standard rate, subject to the following:

- The new construction of dwellings and other certain qualifying buildings are zero rated
- Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, but only where the work is done wholly within the immediate site of the development. Immediate site means the land on which the building stands and its curtilage, that is the land which is used for 'comfortable enjoyment' of the house or other building. Usually this would be all the land enclosed by the property's boundaries.

The first time connection to an existing building where the bill payer for the water and the connection are the same individual/entity, here the VAT rate is the same as that charged for the supply of the water.

Infrastructure charges are outside the scope of VAT

Although VAT is generally applied in the manner outlined above it is not straightforward and its application can vary.

## **Publications**

Copies of the following documents may be obtained free of charge on request from the Company's Head Office;

**Complaints Procedure**

**Code of Practice for the Exercise of Works on Land**

**Code of Practice and Procedures for Leakage on Domestic Supplies**

**Code of Practice for Domestic Customers**

**Code of Practice and Procedures on Debt for Domestic Customers**

**Your Water Quality**

**Guide to Water Hardness and Limescale**

**Scheme of Charges - Household Customers**

**Scheme of Charges - Non-Household**

**Service Plus - Our services for customers with additional needs**

**Save Water Now**

**Water Used by Domestic Appliances**

**Changing to a Water Meter**

**Living with Your New Water Meter**

# Customer information

## Map of Company area





